Library Student Survey Feedback for Dublin Rd 2021:

What you said	What the library did
Certain parts of the library can be very dark on some occasions.	The library checks the lighting regularly and requests Buildings & Estates to replace defective lighting.
Some of the lights on the desk don't work. Especially downstairs. The lighting downstairs isn't the greatest, but upstairs is fine. Lighting. The lighting on some of the work benches are not working and rocky tables.	All lighting is replaced with LED lighting and the library will continue to monitor and improve the lighting in the library.
Maybe have staff going around checking if everyone being quiet for those who want to study. The noise of some headphones is really loud even in the quiet area. Along with loud whispering but other than that happy with the library. Noise can be loud from people chatting or other people's headphones.	Signage in place to denote quiet. Mobile policy in place. Library porters continually monitor noise. Silent areas are available for quiet study. Security is on call if required by the library. Users causing a disturbance are asked to leave the library. More signage in place to alert users to leaky headphones.

Wi-Fi coverage especially on the lower floor of the library.	Computing Services upgraded the Wi-Fi network in the library and include extra points and bandwidth.
Some of the signage towards the back of the library upstairs could be better.	More signage in place. The library website https://library.gmit.ie provides a very comprehensive coverage of all library information. Libguides are available on the library website at http://libguides.gmit.ie/?b=g&d=a that provides subject specific information. Also note the general guides at https://library.gmit.ie/support/library-guides/ Printed guides are available on the shelf nearest the printer/copier room.
More help with first years. Video introduction for new online learners. Just more detail video for new students on all the services and options.	Library tours are available for all first-year students and your lecturer will book the tour with the library for you. Virtual tours are available for the library on the GMIT Libraries YouTube channel at https://www.youtube.com/channel/UCDZzHlQAL8QpXOFXfA88rzg/videos Online videos/podcasts/tutorials available on the library website. Multitude of online guides available on the library website. Print guides available on the ground floor near printer/copier room. The library welcomes requests from users for more library training. Other library training available to all users and drop-in sessions are available during the entire academic year. A suite of Information literacy workshops is available that your lecturer can book with the library. For more information, please refer to our library webpage at: https://library.gmit.ie/support/information-skills/ A virtual library induction is available for all first years in the Student Hub at https://learnonline.gmit.ie/course/view.php?id=613 Further library workshops and information is available in the Student Hub at https://learnonline.gmit.ie/course/view.php?id=576 Very short and helpful library videos are available in the GMIT Libraries YouTube channel at https://www.youtube.com/channel/UCDZzHlQAL8QpXOFXfA88rzg/videos

	As well as the resources above all users regardless of category have access to [LiveChat](#) from Mon-Friday 9-5pm, [FAQs](#) available on 24/7 basis and access to [booking an appointment](#) with a library staff member of library related issues.
I think there should be extra support for mature students that are struggling with modules.	All library services and resources are accessible by all users. Please note all the resources above and our online library is available on a 24-hour basis. Help is available from our library staff virtually so if you need help just access all our support services as listed above. Staff will also arrange a virtual workshop with you if you need help with any of our resources.
I'm doing an online course, so it doesn't cater for me.	Note all the resources and services above available for all category of student and the library section in the Student Hub. Virtual and onsite workshops are also available as well as one to one appointments and assistance.
Kickstart guide via email to all new students to access e-resources or utilise library functions.	A link to the Student Hub is included in pre-registration from GMIT. Tours are available both onsite and virtually. An extensive collection of libguides is available on the library website as well as comprehensive information on all the library resources. Please also see the list of other helpful resources above.
Better explanation for new students who have started during covid on how to access library resources.	An extensive selection of information literacy classes is available both on site and virtually and it just a matter of booking a session with the library or attending our drop-in sessions during the year. One to one appointments are also available as well as the comprehensive collection of supports already listed.
More emphasis on actually using the library resources and referencing. More online tutorials/training.	Training is available upon request. Online tutorials and videos are available on our library website and the library has its own YouTube channel as listed above.
How to use the printers like logging in.	Library staff provide assistance to all students on how to use the printers in the library. More information on printing is also available in the [Student Hub](#).
How to check in/out a book,	Library orientation/tours are available for all first-year students and library staff are always on hand to show students how to check-in/out and also how to print from the library printers.

use printing services	
More Group sessions.	Group training sessions are available on request and drop-in sessions are delivered throughout the academic year.
More cite it right or referencing tutorials. More training on referencing and citations. Endnote. More elaboration on endnote use for first-time learners. More on referencing and guidelines. Citations. Mandatory lecture on how to reference. A bit more focus on referencing taught in clearer and applicable way to first years rather than just one document to read.	Available on request and drop-in sessions are delivered throughout the academic year. Referencing/citations/EndNote are all practically based workshop sessions delivered onsite and virtually.
More plagiarism talks.	All training is available on request and drop-in sessions are delivered throughout the year both onsite and virtually.
Online instruction and use. More online tutorials explaining what library services are available and how to access them.	The online library session is available on request and drop-in sessions are delivered throughout the academic year. The Student Hub contains orientation information on the library and interactive information skills workshops are available in Moodle.
More training on databases etc most don't actually know what it's about.	All training is available on request, either group sessions, drop-in sessions or one to one sessions.

How to manage getting a large number of hits when you do a search for a paper.	Database searching/eResources training/eBook searching are all available on request either by group sessions, drop-in sessions or one to one sessions.
Shown how to actually look up things rather than asking someone or figuring out for ourselves, maybe a 20 minute training session with every year or the people who want them.	As above and there is a suite of searching videos available on our library's YouTube channel.
More on literature review and referencing.	As above.
More tutorials on how to use the website.	As above.
Literature searching, critiquing research, reading papers, using journal websites.	As above.
Not applicable during Covid times really. We didn't as a class get an induction to the library because of covid so library staff were excellent and helpful.	The library staff offered virtual library tours once requested by academic staff for their classes. Since September 2021 the library has been offering onsite and virtual tours.
Would be extremely beneficial to have the library open at the weekends for	The library opens four weekends before the Christmas exams and opens in the third term with extended opening hours on Saturday until 5pm before the Summer exams.

those who live up in Galway with no where to get work done in their accommodation.	
I would like it to open again as I and some of my college friends found it extremely helpful before it shut due to new restrictions.	Due to very high Covid cases the library had to close to assist with containing the virus and there were no vaccinations in place at that time. The library reopened on 20th Sept 2021 and reverted to pre-covid opening hours.
I'm not even allowed to go to the library, its closed. I'm a second- year student that hasn't even stepped foot on campus as I'm not allowed. I don't even know what the inside of college looks like.	The library opened in the first and third term of 2020-21 but unfortunately had to close in the second semester due to high levels of covid in the Galway area, before vaccinations were available. The library has opened in September 2021 with pre covid opening hours and all students are welcome. Booking is in place but browsing and borrowing are available in the normal way. Library tours have been available for all first year and second level students and all our services both onsite and virtual are available to all.
I love the library, however, I would appreciate it if took less time for the staff to let us through the front door as I was waiting quite a long time last time I visited.	The original booking system in place slowed down entry to the library but that has now been changed to speed up the process.
It would be helpful if the library would stay open until 10pm at night like previous years and even during covid.	During covid the library had to restrict its opening hours but from September 2021 the library reverted to pre-covid opening hours until 10pm.

When restrictions were a bit higher, I wanted to rent a study room with my housemate, and we weren't able to.	Study rooms were made available for individual study due to covid (and prior to vaccinations) for health and safety reasons to keep all students and staff safe. That was the main priority. Since the uptake of vaccinations and the relaxing of restrictions and more onsite activity, the library reverted to group study rooms availability from November 2021.
I would just prefer to be able to sit in the library to study again, but understand why it's not possible.	The library had to close in the second term due to very high covid numbers in the Galway area, prior to vaccination availability. Once vaccinations commenced and numbers decreased the library opened for the third semester. It had to close during the summer for renovations. Thankfully all libraries opened in September 2021 due to reduced covid numbers and the high take up in vaccinations. Dublin Rd and CCAM library reverted to pre-covid opening hours and browsing and printing are once again available.
Could be more modern.	Room 973 Training room has been renovated and updated with the latest AV equipment. It had been recarpeted and large tables removed and replaced by smaller flexible tables. The ground floor had been recarpeted during the Summer 2021 to give it an uplift and more modern look. All study rooms have been painted and seven of the rooms have been recarpeted.
The library is generally good although sometimes there was rubbish and litter left on the tables and floors in the booked rooms by other students.	All rooms are hoovered and cleaned before 9am each morning. Bins are available in each room for users to deposit their rubbish. All bins are emptied daily. There are signs in each room requesting all users to use the bins provided and leave the room tidy for the next set of users.
More bins for disinfectant wipes.	There is a large collection of bins available on the open floor, and in each study room. Additional bins have also been provided during covid.
Do think wipes should be in every study room so you can wipe down the surfaces after or one dear the	We have wipes available just outside the study rooms and signage in each room to remind everyone to sanitise before and after use.

study rooms you can retrieve the wipes from. Just in case people don't remember to wipe down.	
Maybe more sanitising wipes.	The library ensures there is a plentiful supply of wipes available and will continue to monitor the situation.
Improve eBook range.	Over 1000 eBooks have been purchased by the library during 2020 across all disciplines. eBooks of very high demand print books have been purchased where they are available.
More ebooks. Have more ebooks for download if possible.	A large collection of Elsevier Ebooks has been purchased by the library and are available from 1st September 2021. The library acquired additional funding in 2021 to further extend its collection of eBooks.
Ebooks could be improved. I was looking for a book to study for an exam but couldn't find it. I'd love if you could add some of the books, we use for mechanical engineering year 1.	The library implemented Reading Lists during 2020 and all published lists are available on the library webpage at https://library.gmit.ie. Click on Reading Lists, select Engineering School and locate the module you are studying. Reading lists should be available for all modules. If not please inform the library.
It would be useful if there was more variety of books available online.	
More books specifically needed for lectures.	Academic staff request books needed for their courses and once funding is available the library will purchase the books required. The list of reading material for each module is available on Reading Lists on the webpage as stated above.
More Hospitality and Tourism books/larger section needed for this.	Library staff regularly liaise with academic staff to update the book stock and students can suggest books to the library for possible purchase.

I prefer print books and would like the option to collect print books now that we are in level 5 lockdown.	The library introduced Click and Deliver and posted out any print books required by library users. Please refer to our LibGuide for more information: https://libguides.gmit.ie/clickandcollect From 20th September 2021 the library opened for browsing and borrowing books subject to HSE guidelines.
Faster delivery, longer time on hold.	As soon as the library receives a request, books are posted immediately once the requestor confirms their address. Time on hold has been increased to 28 days.
Speeding up of the collection system of books during covid times.	Books that are requested are processed that same day and available for collection almost immediately.
Providing resources for students who live close by. It would be nice to have a drop-in hour (or day) to collect books, thus, no need to post them. I think it would reduce unnecessary cost.	The library when requested met with users at reception to deliver books on a point of need basis.
Greater availability of paper books please.	The library continues to purchase print books when requested by lecturers for their courses. However, due to the move to online delivery it is library policy to purchase an eBook version where available due to wider accessibility.
Increase stock maybe due to extra time it can take to send/receive books.	Books are purchased on a continual basis and stock is updated regularly. Older editions of books are weeded during the summer period.
It would be great to see more art-books/art references in ebook format.	If requested by the lecturing staff, the library will purchase eBook versions of books if they are available from the publisher and subject to sufficient funding.

Very accessible but in my opinion, it is hard enough to find books for research and databases.	All books are searchable via the library webpage https://library.gmit.ie and signage is available on every shelf to aid accessibility. Library staff are always on hand to direct users to the correct shelf. Library workshops are available to show users how to search for books and how to find them on the shelf. Please see information on our workshops on https://library.gmit.ie/support/information-skills/ Group and one to one sessions are bookable as well as online workshops via Microsoft Teams. LiveChat is available during library opening hours for instant responses to queries.
When placing a hold, the availability date for a book should indicate if the current loan can be extended.	While this is not possible with the current Library management system, all users can renew their books online via My Library Account.
Being able to browse books.	The library is now available for browsing from 20th September 2021 but must be booked via LibCal while Covid guidelines are in place.
Faster delivery and longer loans.	Books are posted out immediately once request is received. Loans were extended to 28 days during covid but with normal hours resuming and more onsite activities the library has reverted to 14-day loans.
More online ebooks available and more numbers of one ebook available at a time.	While the numbers of eBooks have been increased substantially not all eBooks have unlimited access, and this is determined by the publisher and by pricing. Some eBooks are exorbitantly priced and is outside the funding and control of the library.
Perhaps more engagement with lecturers, teaching staff on how they can direct students to better use the library and what particular resources are of best use to them.	The library provides induction sessions for new academic staff on an annual basis. All library workshops are also available to both staff and students, either onsite or virtually. The library emails the staff on a regular basis alerting them to new resources and also inviting them to suggest new books for purchase. Demos of new services are given to staff on various staff forums. A regular newsletter is emailed to all students and staff outlining new resources and services. All library resources are available on the library website, but the library will continually engage with all our users to promote our services.
Continue with postal service for students enrolled in solely online courses.	Funding permitting the library will continue to provide a postal service to fully online students.

I would like to see more scientific journals.	The library will shortly be a member of IRel (Irish Electronic Library) that will provide more access to scientific journals and we continue to purchase relevant databases once funding is available.
Maybe some contemporary novels for when you need a break from studying.	The library updates its fiction stock on an annual basis and purchases contemporary readings. Suggestions are always welcome.
Based on what course you are doing in GMIT, there should be information on different ebook or books in the library sent in a newsletter or email to students to try and help them gather information easier that always constantly googling information for projects.	The library has invested in Reading list software and implemented this new service during Covid. Reading on all modules in GMIT, where are available, are now listed. The link to Reading lists is on the homepage of the Library homepage. More information is available on our Reading List Libguide. Regular newsletters are emailed to all staff and students in GMIT informing them of new books, journals, and services. Information skills workshops are available on request either in person or virtually. Livechat is available Monday – Friday 9.00am – 5.pm. FAQs is available on a 24/7 basis. Students and staff can book an appointment with a library staff member on a one-to-one basis. Numerous online tutorials and videos are available on the library website.
The only thing is the time to take out a journal is quite short when you add in the time it is in the post, and they can't be renewed.	The loan period was extended to satisfy this request. All libraries now are open, and offer click and collect.
The online library is difficult to use Would be better if the exam papers section for the website could be improved. It's really hard to	The library carried out a usability study of the library website and also asked a focus group to carry out some library searching tasks. The result of the study and focus group led to a revamp of the library website during summer 2021. The library continually monitors the usability of the website, but the exams section is an application that has been supplied by the supplier of the Library Management system and so is limited to certain changes.

print a number of papers at a time. You have to keep clicking from the start.	
Improve the exam papers section because when it gets clicked it opens in pdf on the same tab and when I exit out of the tab I have to start the exam paper looking process again, very annoying and needs improvement.	Please see above. In relation to opening the pdf try opening the exam paper in a new tab and that will enable you to toggle between both tabs to avoid duplication.
The library website. There's a lot going on so its hard to find what section you are looking for.	Please note the improvements to the website as stated above.
Make the website easier to navigate. The online library catalog isn't very accessible.	
Make the library links more easier to find for example Moodle the library is at the bottom and often it is not noticed better if it was in the top or middle.	The website was revamped during the Summer of 2021 and LearnOnLine Moodle is moved up to the middle of the library homepage.
I think people would respond well to staff profiles and even	Our staff profiles are available on our library website and continues to be a work in progress. The library implemented interactive library workshops in Moodle and will continue to develop more engaging content.

games (geo-caching/treasure hunting-nothing mad) style challenges to engage the library with the college community. I'm studying software development with an interest in archiving and would be interested to see content on social media about how the library works, where its going and what challenges it faces in growth etc.	We have an active social media presence on Twitter, Librarian GMIT Twitter, Facebook, Instagram and YouTube.
People do not sit at assigned seats for specified length of time. Often, my seat is taken when I arrive.	Library porters patrol the booking and try to ensure all users are in their designated seats. The booking system has been changed to the locator form since November 2021 so users can select their own seats on entry to the library and click on the locator form for contract tracing purposes.
Have the library plan up at the booking website. Easier to choose where to book.	Locator link now enables booking onsite on a first come first served basis and users can choose their own seat.
Would prefer if we had the choice to book more than 4 hours.	All users can extend their booking over four hours if they so wish.
It would be great to be able to book more than 4 hours in a day especially if the	The library porters always extended the length of time if requested once space was available.

library is very quiet ad some students would like to stay longer.	
A simpler check in process would be welcome. Currently a member of staff must check you in. It would be great if there was a kiosk where a student ID could be entered and the bookings for that student would be displayed.	The booking in system has been changed to the same system in place for class attendance and IT centre. Students can now enter the library and sit in a seat of their choice and check-in by clicking on the locator form.
A maximum number of people physically.	The library did only allow a maximum number in the library during covid, and a booking system has been in place. Once restrictions relaxed and onsite activities resumed the library increased capacity due to demand.
To be honest there is nothing that can be done because of the virus but I did enjoy the virtual tour we had. I would have preferred to be there physically, but I understand due to circumstances we could not. The staff are kind and patient and I know this because I was confused when I first went there but they showed me what to do.	Unfortunately, due to covid we couldn't provide the physical experience during 2020. However, once the library opened in September 2021 the library reverted to pre covid opening hours and also provided onsite tours to both first years and second years. Onsite workshops and virtual workshops are also available, and all chairs are now out on the open floor to ensure all students have access to study spaces.

It would be good if the online library continues on after Covid. When booking a study space online, it would be helpful if there was a map of the layout showing the numbered seats as students can then know they are booking a seat in a part of the library close to their subjects books and a seat they particularly feel they can get work done in.	The online library existed pre -covid and all the extra online/virtual services introduced during covid will remain. The library was about to purchase a map function as part of its booking system but due to capacity demand and the check-in process it was decided to change to a different booking system that enables students to enter the library and choose their seat when they are in the library and click on the locator form for contract tracing purposes.
I would like to apply to go into GMIT to print even it means having to book a slot.	A printer was available to students outside the IT centre, and it was only in the second semester that students could not attend onsite due to high rates of covid in Galway. Once numbers decreased students were given access to the printer again. Since reopening in September 2021 printing is now available for all students.
Maybe a suggestion for incoming first years. Make cite them right available for them asap. Only found out about it in 3rd year and it is so valuable.	Cite Them Right is available on our library webpage for anyone to use it; any student once they are a registered student of GMIT can start using it straightaway.
I think all years doing a research project, etc should be given an endnote session around the time they begin their	Endnote sessions are available on request at any time. Drop-in sessions are delivered during the academic year. Endnote videos are also available for your assistance.

research. I have really benefitted from it.	

What you said	What the library could not do
More seating needed when covid is over.	The library will continue to lobby for more funding for seating areas.
During "normal times", more study spaces needed	However, the library is planning on removing the WTT collection and creating more study spaces as well as converting the Archive room into extra seating on the first floor.
Could do with nicer spot to read casually and not at a desk, just more options, more seating areas.	Due to Covid the library had to remove comfortable seating area. Normal service resumed in September 2021 and existing comfortable seating was reinstated. However, the library will continue to improve on comfortable seating for casual reading.
Seating is very hard.	Agree that some of the chairs are hard and the library will endeavour to change the seating once funding is available.
Keep the same spacing between study seats.	The library had to increase capacity based on demand once restrictions relaxed and with more onsite activity. The library was requested by senior management to reduce the 2m distancing requirement to enable more study space for students.
Seamless book borrowing (scan student card and book barcode on the way out).	The library continues to lobby for Radio Frequency Identification (RFID) to enable more seamless borrowing of books. To date this funding has not been approved but with the prospect of the Technological University in 2022 this may be remedied in the near future.
Both libraries can be cold sometimes.	Building & Estates are responsible for heating the building.
Better heating would be nice.	The library promptly informs Buildings & Estates if there is a problem with heating.
Heating.	Students should also email B & E direct to the following email address:
The library tends to be very cold sometimes.	BuildingRepairs@gmit.ie to ensure your complaint is dealt with accordingly.
The library can be a bit cold.	

Before Covid, it would have been nicer to have the library warmer. It's too hot and very hard to study at desks in masks.	Building and Estates regulate the heating in the library and yes, we fully agree it is uncomfortable wearing masks all the time but unfortunately, we do have to wear them to protect ourselves and others from covid. This is outside the control of the library due to Public Health Guidelines.
Extended opening hours. Could open before 9. Opening earlier in the morning and late at night. Even without library staff with security or something.	The library must be cleaned before the library opens at 9am and cleaners come on site at 8am. As it is a big area with 14 study rooms to hoover/clean, the cleaning requires the full hour to get the library up to standard before opening.
Sunday opening hours would be good during study week and exam weeks. Opening hours were very poor. Open the library earlier in the mornings when students are in the college for lectures. Opening times and closing times. Have longer opening hours especially around times when those have exams. NUIG has a section that is open to til I think 2am?	Significant investment in infrastructure would need to be made available to enable opening without library staff. Staffing resources are also an issue and some vacancies have not been filled. Unfortunately, GMIT library does not have the resources to open this fully but it will continue to lobby senior management to provide more infrastructure and resources to enable more extended opening hours particularly around exam time.
To keep the book for longer, 6 weeks.	Books had been extended to 28 days during Covid but unfortunately cannot be extended for 6 weeks because other users are waiting to borrow the books and only a finite number of copies are available.
More ebooks online, a lot of books in the library do not have an online version.	The publisher determines the format of books and do not provide eBook versions of all paper books. Also, some eBooks are outside the price range of the library budget.
Audiobooks online, no one uses dvds anymore.	Due to budgetary constraints the library could not purchase audiobooks online but will keep this request on a wish list.

Make all previous exam papers available.	We rely on the School offices to make previous exam papers available to the library; the library makes everything available that it receives. 2020 was an exceptional year due to Covid as most exams were online and therefore not available to the library.
Possibly have more computers upstairs in the library.	This area is designated a BYOD area (Bring your own device). More silent study spaces have been continuously asked for and this floor has been assigned to more silent study.
There could be more printers/scanners added as the IT room is often extremely busy (pre-covid).	The IT equipment is purchased, implemented and maintained by the Computer Services Department so any additions to equipment is outside the control of the library.
I would like to see more options for adjustment of the monitor position in the computer study spaces.	Please see above regarding IT equipment.
24-hour access to library. A service similar to the 24hr in NUIG would benefit students greatly. Would love if there was a 24 hr section of the library that maybe students would have to sign in using their student ID to gain access to.	Significant funding would have to be available to upgrade the infrastructure to enable this increase in access. It also requires extra security funding as well as more staffing for cleaning and upkeep which is unavailable currently.
Also, I know we can't unless we build an extension but more study rooms for group projects to work. Just more study rooms if possible and maybe even rooms where you can book for yourself? But I know that would mean building an extension which is probably not feasible.	Unfortunately, there is no funding available for more rooms, but the library will continually inform senior management of the need for same.
Printing is difficult and a hard to use system.	Printing is implemented and maintained by the Computing Services Department and is outside the control of the library.
I think the checkin desk has to go. Your gone past by the time they see you and then you	The library would love to have access control gates in place for this purpose, but funding has

have to walk back to them and then when you come back from the bathroom tell them you have already checked in. Could we not use our student cards and scan them or something?	not been approved for this infrastructure. The library is continuing to lobby for this service.
Accounting tutorials if possible	The library can only provide Library Information Skills training. Accounting tutorials would be provided by your Accountancy Lecturer.
Information on how to use the drawing tablets.	Training on Information Technology is not provided by the library.
Basic excel/computer skills maybe like powerpoint.	Please refer to your academic staff member with assistance as it is not a Library training function.
Maybe on how to use the extra feature work provides like how to change the page colour and use reading tool so your essays or information can be read to you. This is a very useful tool as some people learn better if they write on certain colours or if they listen to something.	Not a Library training function and perhaps your lecturer will be able to assist you with this request.
Computer training.	Not a library training function. The Computer Services Department provides training on IT issues. A good orientation in IT skills for first years in available in the Student Hub.
Hardware of a PC and purchasing guide in terms of CPU benchmark, graphics card benchmark, above 8gb RAM, ssd drive. Would save students some time.	Not a Library Training Function. Your lecturer may be of assistance with this request.
An excel training or brushing up programme.	Not a Library Training function but your lecturer should be able to assist with your query.
How to set up a Microsoft Word document with the styles that will populate the automatic table of contents. Tutorials on MS Word to further advance the skills we learn in LIS. Can find Word frustrating and difficult to use (formatting).	Not a Library Training function. Lecturer should be able to assist with your request.
Blockchain	Not a Library Training function. Academic staff in the Business Studies School lecturer on Blockchain.

First Aid? Manual handling?	Not a Library Training function. Academic staff should be able to assist you with this request in collaboration with the Health and Safety office and Student Services.
Online Study Hub	Not a Library Training Function. Student Services should be able to assist with this query.
Information on post grad options.	This is outside the remit of the library, but academic staff and the School Liaison team provide information on all academic programmes.
It would be nice to have the CV workshop/appointment available How to find what study type I am. Career progression applying for graduate programs. More career development workshops, where to look for jobs/writing applications, how to apply for a masters, was to afford a masters etc.	The library does not provide career training. All CV/careers training is provided by the Careers Office.
Book club	The library did request interest for a book club for students but due to lack of demand it did not go ahead.
Reading comprehension classes seem like they would benefit a lot. Academic paper writing help.	This is not a training function of the Library. The Academic Writing Centre may be of assistance with this request. The [Academic Writing Centre](#) provides training in this area.
How to type	Not a Library Training Function. Academic staff may be of assistance with this request.
How to use the Schools website. It is very confusing. Less emails telling us the library is there. We know it is. Depends on people personal circumstances and location whether or not they can physically access the library and if not then they can use the online services.	Not a Library Training Function. Your School's academic staff may be of assistance with this query. Based on feedback from this survey and previous student surveys it is obvious that there is a lack of awareness of all the library services and resources available. To that end the library had to use all available channels to communicate with all our students and staff.

A tour of the college for 1st years and students who haven't gotten the chance to go in yet.	College tours are arranged by the Schools Liaison Officer. More information is available in the Student Hub.

All seems great.
Online chat is very helpful.
No complaints.
Everything is good.
I have always appreciated how helpful the library staff is – the live chat has been really helpful.
The postal lending has been useful during the lockdown.
The postal service is a great service gave me the opportunity to receive a book during level 5 lockdown.
Postal service of books during covid restrictions is excellent.
Postal service is great
The postal service has been a great help.
I really like the posting of books and the booking times and spaces in the library. I much prefer that then having to run around trying to find a spot
Postal sending is just fantastic.
Excellent online service to avail of journals and articles.
Great accommodation with the pandemic.
I personally enjoy everything in the library.
Staff are extremely helpful and respond very fast to email queries.
So far, I am happy with the service and having the books online is very handy as no need to travel to the library and can be accessed anytime whenever needed.
All good.
Overall are pretty good. It's a nice quiet place to study from time to time.
Really happy with how easy it was to check out a book and have it delivered to my home, such a great service.
It's a very calm environment to study and quiet.
Overall, the library is a brilliant service that greatly assists with my studies. Can't wait to be back on campus.
Good.
Excellent
Nothing it is very good.
All good.
Everything is covered.
The library training is fine as it is.
It's all good.
I think it's great.
Lovely service.
The chat is excellent, and I have found it really helpful.
All good.
I think the overall service of the library online as well as on site is very good also the handling of making sure we adhere to the new covid guidelines within the library is enforced very well.
All good.
CCAM library is great.

All good.
My needs are satisfied.
I think the GMIT library service is very well executed online, and I find it very easy and accessible to use.
It is good.
Move to online was achieved very quickly and efficiently
All the work done has been great.
Best it can be.
Enjoyable experience considering the situation.
The website is so easy to navigate, and the live chat is extremely helpful.
I think it is very good and helpful.
I haven't used it before covid, but I think it's good. I really like the live chat.
Great.
Good.
It is more limited but has been useful.
You are making a great job and it's all clear.
Before closure I found the library to be very beneficial and always felt like the measures put in place there were good and safe, staff members always polite and helpful too.
Mainly only used exam papers so it was fine.
I think given the current circumstances there is nothing more that library staff could possibly be doing. When the college was open in Semester 1, they handled the movement, numbers and distancing excellently and always had books ready to collect sometimes within a matter of minutes. Found them very helpful and patient. I don't think there could be any improvement, there is only so much they can do.
Online service and communication excellent couldn't fault.
I thought the tracking of people inside the library was sufficient and wearing face masks. But I was only inside the library once this academic year.
Staff were extremely helpful with explaining and organising the postal service.
I am happy that I can access material online.
No, all is good. Social distancing is adhered to very well and contact tracing is taken seriously.
Excellent, very happy with the prompt service.
No all is very good.
They have been very informative about any changes made to the library due to COVID. Library staff have been very helpful when helping to find a book, borrow one and how to return it when the campus was closed during lockdown. They gave me more time to return it due to the circumstances and the exams being moved as I needed a book for exam preparation.
All good.
Good.
Communication from the library has been good. I'm satisfied with the service.
Attending library often when it was open in Semester 1 of this year and it was extremely useful for getting work done.
I think it's really well organised, great system, I just can't wait to get back in to use the study spaces.
With the current restriction the library has done well to ensure student safety with good spacing of desks and disinfection of areas and materials.
Good.
Excellent service.
Good was able to use online very easy.
I use the online library and I find it very easy to use.
Good.

I haven't had difficulty with much other than eBook since everything is online this year, I rely heavily on the library resources to help me study for exams.
I think they are doing everything very well considering the circumstances.
Up to standard.
Good.
The online section is good, so I have no issues.
Very good service. I have used the chat function which was very helpful and received books in the post.
Very good.
No need for improvement really.
I am a big fan of the GMIT library service and would use it several times a week as a quiet study place to stay concentrated and undistracted.
It's perfect.
I think ye are doing the best that ye can.
I am a remote student (online). I find the library service to be very well run and am grateful to be able to email the staff for any queries I have had. They have gone the extra mile for me certainly.
Excellent.
I have not been to the library as I am a first year and my course is online, but the online library has been helpful by providing me with a HR book I need for class.
I don't see any problems.
I like how the traffic system has been put in place and there are markings of where to walk.
Perfect as it is.
Can't think of anything, doing great in my opinion.
Very helpful.
I have used the online library and I think it is fine.
I like it, no improvements.
Brilliant service and very helpful.
Good.
I am content with services available.
I think it's doing a good job.
I am happy with current online services.
All good.
Good.
I prefer in person library experiences.
I prefer going into the library and the main reason I would go to the library is for a quiet space to focus, study and print notes.